

June N. Eisele

[REDACTED]  
[REDACTED] PA [REDACTED]

January 26, 2002

Gentlemen:

Please add these  
names to your list of  
supporters for a national  
telemarketing do not call  
list. Thomas R Eisele

June N. Eisele

[REDACTED]

[REDACTED] PA [REDACTED]

These unsolicited phone  
calls are getting worse  
every year. During the past  
week I have received at least  
seven calls. This in spite  
of the fact that I'm supposed to  
be on lists that limit these calls.

Yours truly,

June N. Eisele

Leslie E. Glick

---

February 24, 2002

FTC  
Office of secretary  
Room 159  
600 Pennsylvania Avenue, NW  
Washington, DC 20580

RE: Telemarketing Rulemaking - Comment  
FTC File No. R411001

Gentlemen:

I support a national telemarketing Do-Not-Call list

I would like to give you ~~an~~ example of one day ~~when~~ I was home from work ~~as~~ I was quite ill. I ~~had~~ received 15 telemarketing ~~calls~~ that day.

In ~~my~~ opinion this is ~~an~~ intrusive and obviously ridiculous situation. I certainly hope that you will be able to pass this bill.

Thank you for allowing the public to comment ~~on~~ this important bill

Sincerely,

  
Leslie Glick

LG:hs

Would you please remove  
our name & phone number  
from telemarketing.  
we average over 16 calls  
Pr. wk. Really a big nuisance

Please. Please. Remove (Remove)



Kenneth R. Hottle

OH

MAR 05 2002

Feb. 15, 2002

Federal Trade Commission  
600 Pennsylvania Ave. N.W.  
Washington, D.C.

Dear Sirs:

We have a comment on telephone calls from telemarketers. It seems to have gotten out of hand as we receive numerous calls each day and it is disruptive and annoying.

We would like to see a "Do not call" registry as soon as possible.

Sincerely,

Flo J. and George W. Kromer

[REDACTED]

[REDACTED] Md. [REDACTED]

TO: FTC

FR: BOB KUSTASZ

RE: TELEMARKETING SALES RULE CHANGES

DT: 2-12-2002

YES - MAKE THE CHANGES IN THE TSR SO AMERICANS DO NOT RECEIVE NUISANCE CALLS AT HOME. CREATE AN 800# FOR A "DO NOT CALL LIST". MAKE TELEMARKETERS HAVE CALLER IDENTITY. PROHIBIT A TELEMARKETER FROM UNAUTHORIZED USE OF A CREDIT CARD OR ACCOUNT NUMBER.

YOUR PROPOSED CHANGES IN TSR WOULD HAVE A GREAT BENEFIT TO AMERICANS. THIS COULD BE THE BEST THING TO HAPPEN TO NORMAL, WORKING, AMERICAN FAMILIES.

DON'T LET TELEMARKETERS ANNOY AND BOTHER US WITH PESKY PHONE CALLS.



Carl Lively

GA

26 February 2001

Recently I contacted my representative Max Collins of Congress and told him I strongly endorse the proposed national "do not call" registry. Georgia currently has a "do not call" list that is placed on a CD-Rom. The price is \$5 for two years and you are sent a notice when to renew. I believe a national registry should be free with no expiration date unless the customer calls to have his name removed. There should also be a toll free phone number to register or remove your name. If a system to call free toll seems too complicated then a registration form should be made available. I have enclosed a copy of the current Georgia form. If a mail-in form system is used there is no better place to pick up these forms than the United States Post Office. Those who think this is not a good idea to burden the post office should remember

that the post office is not in the tax business but you can go there to pick up tax forms and booklets. The post office would not be burdened if the forms were simply made available there and the customer mailed it in rather than giving it to the teller to collect and have the post office send them to the registry.

On the enclosed Georgia form you will notice that certain calls are not limited. I agree that businesses with a previous or current relationship with the customer is ok. I strongly disagree that charitable or religious organizations and political pollsters should be allowed to call if you're on the "do not call" registry. The last category is candidates for public office. We all know that if this category should also be required to follow the "do not call" rules the proposed regulation would never be approved by Congress.

If a phone-in system is used to register then the best procedure is the one banks use for touch tone banking. You call

your bank and you put in your account number and SSN with a touch tone phone. It then goes through the options you have to choose from. In this case only the SSN would be used to verify that the correct person is calling to be placed on the list.

I believe a mail-in and call-in registration system should both be available but I can see a problem with the call-in system in that you might end up with a constant busy signal like you get trying to call the IRS. Either system should have feed back to the customer such as a notice by mail that they have been placed on the "do not call" registry. This would be needed for the customers files to file complaints to the FTC for updates.

Thank you,  
Carl Smith



February 26, 2002

Office of the Secretary  
Room 159  
Federal Trade Commission  
600 Pennsylvania Ave, N.W.  
Washington, D.C. 20580

Dear Sir/Madam:

Why I hate telemarketers!

I pay extra on my phone bill for an unlisted directory number, but yet I get calls from companies I have never dealt with. They always call at the most inopportune times and even though I clearly say, "I'm not interested" they insist on trying to persuade me into their offer.

I do not like being interrupted in the evening during my dinnertime, my family time, or my relaxation time. I do not want to be rude to anyone, but sometimes, I am forced to be.

The phone company callers are the worst. These telemarketers get you so confused and are so insistent that a lot of us give in and are then sorry.

I would like to see telemarketing stopped or at least

be able to keep my number "unlisted".

Thank you for your consideration.

Sincerely,

Dottie L. Massey



Mrs. Dottie Massey

MI

MAR 06 2002

PLEASE DO WHAT YOU CAN  
TO STOP TELEMARKETING  
CALLS OR (AND) OTHER CALLS

DONALD O'BRY

[REDACTED]  
[REDACTED], WI. [REDACTED]

# [REDACTED]

THANK YOU.

Federal Trade Commission  
Room 159  
Office of the Secretary  
600 PA Ave. NW  
Wash, DC 20580

Telemarketing Rulemaking - Comment  
FTC File No. R 411001

Please BAN all telemarketing.  
It is an invasion of privacy,  
an intrusion of personal peace.  
Please implement the national  
"DO NOT CALL" list of  
consumers, ASAP.

Thank you!  
*Terry Oncoy*  
TERRY ONCOY

[REDACTED]

[REDACTED] DE [REDACTED]

I "RESENT" GETTING  
'50R6' PHONE CALLS  
PER DAY (COMPUTER  
CALLS)

TELEMARKETING  
RULE MAKING

FTC FILE # R411001

THOMAS P. QUINN

[REDACTED]  
[REDACTED] PA [REDACTED]

### Contacting the FTC

You have until March 29 to comment on the FTC's proposal for a national telemarketing do-not-call list.

**By mail:** Send your statement to FTC, Office of the Secretary, Room 159, 600 Pennsylvania Ave. NW, Washington, D.C. 20580.

**By e-mail:** Send your statement, presented in sequentially numbered paragraphs, to [tsr@ftc.gov](mailto:tsr@ftc.gov).

Mark all mail or e-mail submissions with these words: "Telemarketing Rulemaking — Comment FTC File No. R411001."

As [REDACTED] vs. there was  
[REDACTED] less

**William F. Smithana**

CA

---

Tuesday, February 12, 2002

FTC Consumer Response Center  
**Room 130**  
**600 Pennsylvania Ave. N.W.**  
Washington, D.C. **20580**

Yes, please expedite the Do Not Call Registry to save us from the home invasions of unwanted telemarketing calls.

In addition to saving the consumer from irritating interruptions inside our own homes, many of us have to make quite an effort to get to the phone -- the sick, elderly and handicapped people -- people who think it may be a loved one phoning and that the loved one will worry if we don't answer. We are the same people who can't afford to have an unlisted phone number or caller ID service.

And here's an idea for you: Keep a telephone number on the Registry indefinitely.

Sincerely,



William F. Smithana

2-25-2002

Dear Mr. Secretary,

I am writing in favor of  
- "Do Not Call" registry for  
telemarketers. They are annoying  
and rude.

Thank you.

Sincerely,

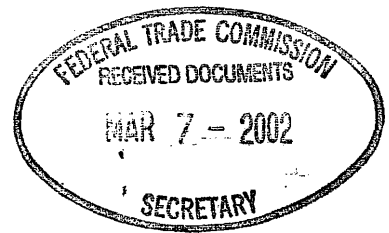
Candyn Spargo

[REDACTED]

[REDACTED], MD.

[REDACTED]

[REDACTED]  
[REDACTED] PA [REDACTED]



February 20, 2002

Telemarketing Rulemaking – Comment  
FTC File No. R411001  
Federal Trade Commission  
Office of the Secretary - Room 159  
600 Pennsylvania Avenue NW  
Washington, DC 20580

Dear Sir/Madam:

Please take this as official notice to add the following telephone number to that soon to be enacted legislation mandating a *National Do Not Call List*:

[REDACTED]

All telemarketers immediately cease and desist all calls (for any and every reason). YES, I have written to the Direct Marketing Association's Telephone Preference Service with this request as well.

I have the following additions to the proposed legislation/regulations:

1. Establish the **National Do Not Call List** and make it mandatory that all telemarketers subscribe to this List and purchase updates on a monthly basis. The subscription revenue should be forwarded to FTC and the update revenue should be forwarded to the Direct Marketing Association, which will administer this List.
2. Establish a rule that there are to be no calls before 8:00 AM or after 8:00 PM at the local time of the callee – rather than the local time of the caller – and no calls on holidays and Sabbath days. This will prevent West Coast telemarketers from calling 10:00 PM east coast time and it is just 7:00 PM west coast time; no telemarketing on Christmas, Yom Kippur, Ramadan, etc.
3. Establish a rule that non-profits, charities and religious organizations should be required to conform to all rules. Why should they be allowed to annoy us?
4. Establish a rule that telemarketers MUST unblock their telephones so that the name and main telephone of the telemarketer is recorded on Caller ID no matter where the call is coming from, and have a telephone number which is listed and can be obtained by using a reverse look-up telephone book so that callees can complain to the telemarketer and request removal from its call list.



This will allow callees to write telemarketers directly and request that calls stop. If the calls continue, callees will then have the options of reporting violations to the Direct Marketing Association and/or FTC for enforcement.

**5. Establish a rule that telemarketers' automatic dialers must disconnect from callee's line within ten (10) seconds of callee hanging up or reaching an answering machine or other device.** My niece was visiting one Christmas day and I received telemarketing calls; her daughter had an asthmatic attack and we could not dial out because the telemarketing device was continuing to talk rather than automatically disconnect after we had hung up; she ended up using my cell phone for the emergency call, which was not right since 911 service does not automatically dispatch an address when a cell phone is dialed!

**6. Establish a rule that telemarketers MUST acknowledge callee complaints within five (5) business days of receipt of the letter and confirm in writing that callee's telephone number has been removed from its list.**

**7. Provide a rule that persons/telemarketers using their personal computers with or without an automatic dialer are subject to these rules as well under a definition of *freelance telemarketer*.** A lot of people use residential telephone lines and their personal computers to do telemarketing work from home. They have programmed their computer to dial all telephone numbers in an area code/exchange starting with 0001 and ending with 9999 (e.g., 215-765-0001 through 215-765-9999) and to continue to dial those range of numbers until a human answers - at which time a recorded message is played or the human picks up. Not only isn't the person at home paying the commercial rate for telephone service, but more than likely is not reporting the income generated from these calls on April 15<sup>th</sup>.

**8. Provide for administrative, civil and/or criminal complaint procedures, as well as fines and penalties for fraud, deception and violations of the above rules.** Fines, of course, to be paid to the FTC to underwrite funding of this effort.

If my letter sounds irate about this, I am and for good reason. I worked at night for ten (10) years and I cannot begin to tell you how often my daytime sleep was disturbed by telemarketers. I now work day shift so that I only have 2 hours of these calls each night. But my Caller ID indicates that I receive several calls every day while I work from telemarketers. Enough is enough! Please do something about this **ASAP**. I recently wrote to the president of MCI/WorldCom and requested that my numbers be removed. Those telemarketers call every day and don't take a day off to rest. PLEASE!

Thank you in advance for promptly and successfully adding my main telephone number to the *National Do Not Call List* and I look forward to the passage of the necessary legislation and/or regulations to deal with this privacy issue.

*Beneé Taylor*

F.C.C.



Feb. 22, 2002

Office of the  
Secretary

Rm. 159

20 Pennsylvania Ave. N.W.  
Washington, D.C. 20580

Dear Secretary,

Please put our names  
on the "do not call" list  
of telemarketing. Thank you.

Albert J. V

Anne Marie Ritano

[REDACTED]

[REDACTED] Pa [REDACTED]

[REDACTED]



CAROL B. VACCARO

1/31/02

Please, please, please — Do  
Whatever is Necessary to Stop  
The Confounded Telemarketers!  
A National Do-Not-Call list sounds  
like a good start — however, this  
should apply to All Telemarketers  
Not Just A Select Few.

Carol B. Vaccaro

PA

WILLIAM A. WINSTON

[REDACTED] VA  
[REDACTED]

Sunday, February 24, 2002, 19:42

Office of the Secretary; Room 159  
Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580

Re: Comments on 'Do Not Call' registry  
proposal to deal with unsolicited  
commercial calls; due by March 29, 2002

Dear Secretary;

YES! A nationwide 'Do Not Call' result is needed, but please consider that you may be approaching the unsolicited commercial call problem backwards.

The Do Not Call (DNC) condition ought to be the default condition. The few people who want junk calls can ask for them, and the millions of the rest of the population should be free from such calls without having to jump through hoops. Your staff should be free from the task of keeping records regarding the majority of the population...maintaining an accessible database for the minority who ask for junk calls will be difficult enough.

May I suggest 'Advertising Calls Invited' (ACI) as the condition that can be requested by those who desire junk calls?

As to the specific questions listed at <[www.ftc.gov](http://www.ftc.gov)>...

1) A telephone number should automatically be DNC until the named line subscriber changes his or her mind and opts for ACI. The subscriber can also opt to return to DNC.

2(a) The named subscriber according to the telephone company is the only person who should decide to elect ACI. Anyone else who uses that phone should get a telephone number in their own name if they want to elect ACI and are unable to convince the named subscriber.

2(b) Telephone service providers are best positioned to offer and explain the ACI options when new service is installed, and to record their customer's elections of ACI. The FTC can employ automated "800" number and website mechanisms to publish current ACI instructions. Telemarketers can download each day's current ACI list, and individual consumers can punch in telephone numbers to learn whether Advertising Calls are Invited, or not.

Please note that the FTC need not be involved beyond maintaining the accessible database. Changes to the ACI database would be exclusively done by the telephone companies. If DNC is the default, absolutely nothing would need to be done by the telephone company or the FTC, and the ACI database would have no entry for that number. If the customer elected ACI, then and only then would the telephone company enter the number, (and no other information) on the ACI database. Subsequent removal from the database would also be done by the telephone company).

3) No security measures are necessary. A consumer's telephone number is a unique identifier that reveals no information. A telephone subscriber will find out soon enough if someone has placed his line on ACI status... and one call to his or her telephone company, perhaps followed up with a brief written form, can remedy the situation.

I liken this to the "do-not-slam" blocks I placed on my telephone line after AT&T did some aggressive contradiction of my instructions regarding my long distance carrier. I discovered AT&T had slammed me back following my election of Sprint as my L.D. carrier in the next billing cycle, and I was able to end it effectively, and make it so only I could change it.

4) Yes, the ACI option should be an 'all or nothing' proposition. Keeping track of the time of day in multiple time zones, and the unique individual daily schedules for several hundred million people is not an appropriate role for government. A consumer who has elected ACI can deal with the problem he or she has invited by unplugging the phone, or hiring a telephone operator to screen calls, or looking at the "caller ID" screen and not answering the unwanted calls. If the burden is too great, the consumer can always switch back to DNC. My tax dollars should not be paying to provide private secretarial service for the convenience of ACI addicts.

5) Contacts initiated by the telephone subscriber, and prior business contacts in which the telephone subscriber actually purchased goods or services from the caller, would create a presumption of an authorized contact. The presumption would need to be limited in time...such as contacts arising within the past 5 or 10 years.

Otherwise, a vendor might wish to obtain a written confirmation of contact by the consumer before that vendor launched future calls, or use a "checkoff approval" on websites similar to the software and website licenses that require the user to approve the terms or go away. Those terms can easily include something like "XYZ is authorized to telephone me at (123) 456-7890".

If the enforcement structure were patterned after *qui tam* or antitrust models, with a sufficient minimum liquidated damage amount to make it interesting, I think the system would police itself. The FTC would reserve the option to act independently against violators the FTC thought were significant enough, but I think the typical irritated consumer could take care of most of the enforcement problem if the potential award were large enough.

I do not know the extent of the FTC rulemaking authority, or whether the FTC can create a new structure that consumers can enforce without having a new statutory basis for it. However, I have taken the time to respond to the proposal because my state offers no practical remedy, and this whole 'telemarketing' situation is upside-down, with thousands of consumers taking the punishment while the telemarketers search for one or two mullets.

Telemarketing is nothing more than a new variety of trespass, and if it is not dealt a fatal blow now, it will only get worse. The typical consumer's telephone is inside his home, not on a public street corner where one might expect "free speech" claims to have some bearing. The problem calls are always commercial in nature, and telemarketers pretend that they are more entitled to their convenience and profit than the consumer is entitled to privacy and freedom from having his time and energy wasted on the telephone that he alone pays for.

Yours very truly,



William A. Winston

PS. Please do not send a courtesy response to this letter. I will be glad to help any way I can ... but I do not want to waste any of your office's time or postage. WAW.